



**ఆంధ్రప్రదేశ్ రాజపత్రము**  
**THE ANDHRA PRADESH GAZETTE**  
**PUBLISHED BY AUTHORITY**

**PART II EXTRAORDINARY**

No.33

AMARAVATI, TUESDAY, FEBRUARY 25, 2025

G.923

**NOTIFICATIONS BY HEADS OF DEPARTMENTS, Etc.**

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**ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION  
KURNOOL**

**Lr. No. APERC/Secy/F.No. S-19(Vol-III)/D.No.101, Date:24-02-2025**

**[Regulation No. 2 of 2025]**

**Fourth Amendment to the Andhra Pradesh Electricity Regulatory Commission  
(Electricity Supply Code) Regulation-(Regulation No. 5 of 2004)**

The Commission, in exercise of the powers conferred on it under sub-section (x) of Section 181(2) read with Section 50 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in that behalf, hereby amends the Principal Regulation as follows.

**1. Short title, Extent, and Commencement**

- i. This Regulation shall be called the Fourth Amendment to Andhra Pradesh Electricity Regulatory Commission (Electricity Supply Code) Regulation, 2004 (Regulation No. 5 of 2004).
- ii. This Regulation shall extend to the whole of the State of Andhra Pradesh.
- iii. This Regulation shall come into force on the date of its publication in the Andhra Pradesh Gazette.

**2. The following shall be inserted at the end of clause 3.3:**

*“An e-wallet mechanism (INR settlement) shall be implemented for prepaid/smart metering services. Under this system, an e-wallet shall be created and linked to the electricity supply connection, allowing consumers to recharge periodically based on their energy requirements as per the applicable tariff. Recharges can be made through various options, including online portals, mobile apps, local retailers, and self-service kiosks, etc.”*

**3. The following clause shall be added after clause 4.1.5:**

*“4.1.6 For smart meters, physical bills shall not be issued. Instead, e-bills shall be sent to the registered mobile numbers of consumers via mobile apps, SMS, and WhatsApp, or the bills shall be made available on Distribution Licensees’ web portals (English & Telugu language) or similar digital platforms. Consumers can update their mobile numbers through the Distribution Licensees’ apps, portals, or at designated offices or locations.”*

**4. The following shall be added at the end of clause 4.2:**

*“The Licensee shall provide bill information in English or Telugu on consumer request.”*

**5. The following clause shall be added after clause 4.3.9:**

*“4.3.10 For prepaid or smart meters, the first recharge for the month shall include the minimum charges, fixed/demand charges, customer charges, true-up charges, FPPCA charges, and any other applicable charge., The mandatory minimum first charge shall be Rs.500 or the sum of the charges mentioned before as informed by the Distribution Licensees, whichever is higher. Thereafter, the consumers can recharge their prepaid smart meter account in multiples of Rs.100 or any denomination specified by the Distribution Licensees, using the multi-recharge facilities/options provided by the Distribution Licensees. There shall be no maximum limit for the recharge amount. Any outstanding current consumption (CC) charge arrears as of smart meter installation shall be deducted from the first charge/recharge amount, duly taking care of the installments granted, if any.*

***In the event of short billing (e.g., TE/MP/Additional Load), the Distribution Licensees shall intimate the consumers through the mobile app, SMS, or WhatsApp, informing them to recharge the due amounts within 15 days from the date of intimation. If the consumers fail to recharge the due amounts, they will receive reminders on the 12th, 13th, and 14th days following the initial intimation to recharge the due amounts. If the due amounts are not recharged within 15 days from the date of intimation, the same shall be deducted from the e-wallets. If the balance in the e-wallets becomes negative after the above deductions, the Distribution Licensees shall proceed with the disconnection of the services as specified in Clause 4.8.4 of Regulation No. 5 of 2004.”***

**6. The following shall be added after clause 4.8.3:**

*“4.8.4 For prepaid or smart meters, an emergency credit equivalent to his one-day average consumption shall be provided to consumers before disconnection. Disconnection shall occur only after the emergency credit is fully exhausted. The Consumers shall receive a minimum of three advance notifications or alerts **through mobile apps, SMS, and WhatsApp** before the balance in the e-wallet becomes zero.; the first when the balance reaches three days average consumption, the second when the balance reaches two days average consumption, and the final alert when the balance reaches to zero. These notifications will serve as a reminder to recharge the account, and the Distribution Licensee may temporarily disconnect the supply once the emergency credit is exhausted if the account is not recharged without issuing any further notice. Disconnections shall not take place during holidays or non-working hours. The disconnection shall be scheduled only between 10 AM and 1 PM of the working day to allow the consumers to recharge their e-wallet from any channel if their mobile app/e-device is not working for any reason. Post disconnection, consumers shall be notified through various channels, as mentioned in communicating the billing information about the zero/negative balance amount details. The connection shall be permanently disconnected if the consumer fails to recharge within three months of temporary disconnection. In such cases, the meter shall be physically removed from the consumer's premises, and the e-wallet shall be deactivated. After permanent disconnection, a new connection to such consumer shall be extended as per the Rules/Regulations in vogue.”*

**7. The following shall be inserted at the end of clause 5:**

*“For prepaid or smart meters, the entire recharge process must be completed, and the recharge amount shall be reflected in the consumer's account within 15 minutes of a successful transaction. If a recharge is done after disconnection, the meter should automatically reconnect within 15 minutes of the successful transaction. Any complaints related to reconnection must be resolved within 4 hours.”*

**(By Order of the Commission)**

**Place: Kurnool**  
**Date: 24.02.2025**

**P. KRISHNA**  
**Commission Secretary**<sub>(i/c)</sub>

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